



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai H. Pak, Rohit Bedi  
Assignee: Siebel Systems, Inc.  
Title: System and Method for Multi-Channel Communication Queuing  
Serial No.: 09/823,590 Filing Date: March 31, 2001  
Examiner: Quynh H. Nguyen Group Art Unit: 2642  
Docket No.: SBL0001US Client Ref. No. SIEB059/US

Austin, Texas  
January 6, 2006

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COMMISSIONER FOR PATENTS  
P. O. BOX 1450  
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RESPONSE TO FINAL OFFICE ACTION

Dear Sir:

*DO NOT  
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QN  
1/23/06*

This paper is responsive to the Office Action dated November 3, 2005, having a two-month response period expiring on January 3, 2006, and a shortened statutory period expiring on February 3, 2006. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No Amendments to the Specification or Drawings are presented in this paper.

Amendments to the claims are presented in a listing of claims, which begins on page 2 of this paper.

Remarks begin on page 6 of this paper.